



October 4, 2019

RE: Patient Registry System outage

MMCC staff are currently working to resolve technical issues causing MMCC Patient Registry downtime. MMCC is providing the following instructions for licensed dispensaries in order to ensure medical cannabis is available to qualifying patients. Please note that patient amount verification is still required during the registry downtime. MMCC Instructions for Licensed Dispensaries:

Log into METRC

- Enter patient ID number in patient search field (binoculars displayed)
- After search, patient certified amount and amount available will display.
- Confirm amount available
- Make sale according to amount available

This exception process will be in effective today October 4, 2019 until further notice is provided from the Commission.

EXCEPTION CRITERIA:

When a patient or caregiver attempts to make a purchase today while the system is down, the dispensary may allow the patient or caregiver to make purchases if:

The Patient or Caregiver provides:

- a. An MMCC-issued Patient or Caregiver ID; or
- b. A valid government-issued photo ID AND their MMCC Patient or Caregiver Identification number

Dispensary agents are reminded that if they have any questions or need clarification to contact METRC support at support@metrc.com for assistance.



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